## EMA/MetroSafe - 911 CALL ANSWER TIME Emergency Management Agency 2/25/2014

Measurement method		Why measure?		What is our goal?	
The number of 911 calls that were not answered by a 911 call taker within 15 seconds		To help enable the quickest possible response to emergency calls		<5% of calls answered outside of target time of 15 seconds	
How are we doing?					
01.01.14-01.31.14 1 Month Goal	01.01.14-01.31.14 1 Month Total		01.31.14 Goal	01.31.14 Actual	
1,821	1,082		91	68	
Calls Not Answered in < 15 Seconds	Calls Not Answered in < 15 Seconds		Calls Not Answered in < 15 Seconds	Calls Not Answered in < 15 Seconds	
		Performance Stoplight Key			
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		





